GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1306
ANSWERED ON:26.11.2007
MONEY ORDER SERVICE
Ramadass Prof. M;Shiwankar Shri Maha Deo Rao

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of users of money order service during the last three years as on date;

(b) whether complaints about the non-delivery of money orders in time are on increase;

(c) if so, the number of complaints received from July 1, 2001 to December 31, 2002;

(d) the action taken by the Government in this regard; and

(e) the steps taken/being taken by the Government to put the entire money order service through satellite?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR.SHAKEEL AHMAD)

(a) Sir, data regarding the number of users of Money Order Service is not maintained. However the data regarding the number of Money Orders issued during the year 2004-05, 2005-06, & 2006-07 is given below:

	2004-05	2005-06	2006-07
No. of Money Orders issued	101597840	95790257	99099859

(b) No, Sir. The details of complaints regarding non-delivery of money orders in time are given below:

Category	2006-07	2005-06	2004-05
Total number of Money Order complaints relating to delay	129876	176239	171073
Total Money Order traffic (in lakhs)	1586	1377	1016

(c) The number of complaints received from July 1, 2001 to December 31, 2002 is given below:

Quarter	No. of Money Order complaints received
July 1 - September 30, 2001	128101

October 1 - December 31, 2001 146773
January 1 - March 31, 2002 139789
April 1 - June 30, 2002 103658
July 1 - September 30, 2002 229807
October 1 - December 31, 2002 179266
Total: 927394

(d) All complaints regarding non-delivery of money orders in time are looked into by the Department at all levels. While specific instances are resolved individually, system defects that come to notice are rectified to avoid recurrence of such instances. An enquiry is initiated on receipt of a complaint regarding non-delivery of a money order and if no confirmation about its payment is received, a duplicate money order is issued and payment effected immediately. Enquiries have revealed that the reasons for non-delivery of money orders in time include cancellation/late running of trains/airlines/buses, incomplete and wrong addresses on the money orders, non-use of Postal Index Number (PIN) Code, growth of unplanned colonies in some areas, heavy seasonal workload during wage period and festival time, non-availability of addressees, change in address without intimation to the concerned Postmaster etc. If the delay in payment is seen to have occurred due to improper conduct of an employment

(e) No steps are being taken to put the money order service through satellite; however instant Money Order Service has been introduced w.e.f. 20-01-2006 which is a web based service.